

Instructions for responding to Requirements Workbooks:

These requirements have been formatted into workbooks as a more efficient and effective way not only for a vendor to respond; but for KHPA to evaluate as well.

The workbooks have been compiled by category. Within each category subsections have been broken down into worksheets and placed into tabs that have been labeled accordingly.

Within the worksheets notice that after the “Requirement” column the columns proceed as followed: “Requirement for Phase 1, Response, Explanation of Response and Response Reference.”

The purpose of each column is defined below.

- Implementation Phase - Respond with a 1, 2 or 3 to indicate the anticipated phase of implementation (A detailed description of the three phases can be found in the RFP.)
- Response - is the column where the proposer will respond to whether or not the requirement is met and to what extent. (Detailed instructions below.)
- Explanation of Response - Please provide an Explanation of how the requirement is or isn’t met and validate the (0-5) rating given in the “Response” column.
- Response Reference - Please indicate where, throughout your response proposal, this is described in detail.

Proposer Fit Rating Response Codes: In the “Response” column please provide a Yes or No indicating whether or not the requirement is met. In addition to Yes or No, include a number rating indicating to what level the proposed solution meets the requirement. (Example of Response – Yes/3)

Fit Rating 5: Solution meets the requirement without any customization or configuration to implement.

Fit Rating 3: Solution mostly meets the requirement, but will require minor customization or configuration to implement.

Fit Rating 1: Solution somewhat meets the requirement, but will require significant customization or configuration to implement.

Fit Rating 0: Solution does not meet the requirement at all, and cannot do so through customization.

(Rating system and brief explanation can be found at the top of each worksheet as a reference tool.)

Please note that some requirements have been highlighted. These requirements have been deemed optional and KHPA requests pricing be cost out separately for the indicated requirements. Please Respond to these under the "Optional Costs" in the Separate Cost Proposal.

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Function: Reporting (RPRT) - Vendor shall provide a reporting system to provide both canned report and ad-hoc reporting capabilities.					
Req #	Requirement	Implementation Phase	Response	Explanation to Response	Response Reference
RPRT-001	Must have the ability to create, modify or delete standard canned and ad-hoc reports.				
RPRT-002	System allow for non-technical staff to request and use online reporting functions with minimal training.				
RPRT-003	Must have the ability to produce reports for the purpose of trending and forecasting. (e.g. caseload growth within a population.)				
RPRT-004	Must have the ability to create reports using all current and future data elements.				
RPRT-005	Must have the ability to identify sample selection criteria and pull random samples.				
RPRT-006	Must have the ability to save any query results to a spreadsheet, a hard copy report, or a system file for later inclusion in a spreadsheet, word document, etc.				
RPRT-007	Must have the ability to import data files from other systems/sources, save the input data fields to a database, and use this data alone or in combination with KHPA's system data to create reports (web service).				
RPRT-008	The ability to import data real-time from other systems/sources and use this data alone or in combination with KHPA's system data to create reports (web service).				
RPRT-009	The ability to produce and convert report output to multiple formats (e.g., charts, graphs, tables, spreadsheets, text files).				
RPRT-010	Must provide the users the ability to request and produce real-time or historic data in alternative formats. (e.g. flat files, Rich Text Format, MS Word, MS Excel, etc.)				

RPRT-011	Must allow the users to perform reporting functions, such as running ad-hoc reports without degrading the performance of the system.				
RPRT-012	Must allow users top produce reports during approved operation time parameters (online) defined by KHPA.				
RPRT-013	Must provide the ability to produce reports according to the source of the data. (e.g. produce a report related to information coming through a specific interface, or reviews completed by a specific partner organization.)				
RPRT-014	Must provide the ability to retrieve data at multiple levels and utilize all data elements to produce reports. (e.g. data can be pulled at the case level, customer level, action level, worker level, supervisor level, county, state, region level agency level and by program type, etc.)				
RPRT-015	Must provide the ability to sort, search and drill down on any parameter of a canned report.				
RPRT-016	Must allow calculated values to be retrieved and used as a reporting element.				
RPRT-017	Must have the ability to access and produce reports with summary level data and granular details.				
RPRT-018	Must allow the user to save any ad-hoc report that has been created, including those in-progress. Must allow users to retrieve the report, including all report parameters and configurations.				
RPRT-019	Must allow the user to modify and/or rename reports.				
RPRT-020	Must include version control for created reports.				
RPRT-021	Must provide ability to store ad-hoc report programs and outputs in a shared or restricted library / index. Ability for multiple users to access both the report and the output to use or modify for subsequent reporting.				
RPRT-022	Must track changes and modifications to standardized and ad-hoc reports, including the individual who made the change and when the change was made. Each change shall be logged to an output file.				
RPRT-023	Must store all versions of standardized and canned reports. Provide the ability to retrieve the prior report version.				
RPRT-024	Provide dashboard reports based on the role and location of the individual based off of security access.				
RPRT-025	The vendor is encouraged to suggest additional reporting functions and/or reports that may be beneficial to this project.				

RPRT-026	Must produce reports, to be delivered to KHPA, as required for contract monitoring and performance (e.g. system availability and help desk performance).				
RPRT-027	Must track action taken by program type. (e.g., Cost of living increases or federal poverty level change as well as client reporting.)				
RPRT-028	Must produce action, control and error reports from mass change processing.				

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Function: Performance Management (PERF) - This system must provide functionality to collect and use data to measure outputs and outcomes. The data will be used to help make informed strategic business decisions.					
Req #	Requirement	Implementation Phase	Response	Explanation to Response	Response Reference
PERF-001	Must have ability to track and view performance measures at multiple levels. (state wide, regional, unit, worker, etc.)				
PERF-002	Must have ability to use performance measures to compare outcomes at multiple levels. (e.g. comparing and ranking regions, etc.)				
PERF-003	Must have ability to assess error types and causes to identify training needs at various levels (worker, unit, region, state, etc.).				
PERF-004	Must have ability to identify the elements (e.g. timeliness, accuracy) by which to assess performance. (worker, unit, region, state accountability, etc.)				
PERF-005	Must have ability to track impact of outreach efforts.				
PERF-006	Must have ability to relate trends to performance outcome measures. (e.g. increased caseload size may cause increase in errors, etc.)				
PERF-007	Must have ability to maintain and track history of performance measures (version control). For example, a timeliness standard changes from 30 days to 45 days.				
PERF-008	Must have ability to alert users if/when performance indicators are not within specified parameters. (e.g. an email is sent to alert appropriate person, etc.)				
PERF-009	Must have ability to capture, store and maintain expectations and criteria used to measure expectations for staff.				
PERF-010	Must have ability to capture, store and maintain expectations and criteria used to measure expectations for program.				
PERF-011	Must have ability to track and measure progress-related expectations. (e.g. the worker will increase production by 2 applications per week for the next month, etc.)				

PERF-012	Must have ability to import other data sources to use when measuring desired strategies.				
PERF-013	Must have ability to display performance data in multiple formats such as charts, graphs, etc.				
PERF-014	Must have ability for appropriate users to have real time performance data available.				
PERF-015	Must have ability to set dashboard indicators for specified performance elements.				
PERF-016	Must have ability to have individuals customize and define update frequency for their performance report.				
PERF-017	Must have ability for reports to be electronically transferred.				
PERF-018	Must have ability to create reports from the stored records based on specified parameters.				
PERF-019	Must provide a suite of canned reports based on organizational structure. (e.g. Executive Director, Medicaid Director, frontline worker, administrative staff, etc.)				
PERF-020	Must connect and communicate performance management with reporting - standard and ad hoc.				
PERF-021	Must provide reports to track work achieved and yet to be processed. (Such as applications processed, applications pending, and etc.)				